

**United Way of Metropolitan Nashville**

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Friday, February 18, 2005

Tennessee Regulatory Authority  
Attn: Darlene Standley, Chief  
Utilities Division  
460 James Robertson Parkway  
Nashville, TN 37243

Dear Chief Standley:

The Tennessee Alliance of Information and Referral Systems requests an extension relating to Docket No. 04-00342 (original plus 14 copies). Due to a suspension of operations at the Knoxville 2-1-1 Call Center, we are temporarily unable to submit a budget for statewide development. The Knoxville United Way and other community leaders are examining options to continue 2-1-1 service in and around Knox County. The outcome of these discussions will affect our budget request for funding the statewide plan. Therefore, we respectfully request a temporary suspension on this docket until we resolve the Knoxville 2-1-1 operating issues. At that time TNAIRS will contact the TRA staff to resume discussion.

Sincerely,

**Doug Fluegel**  
2-1-1 State Director  
Tennessee Alliance of Information & Referral Systems  
780-2430  
[doug@211tn.org](mailto:doug@211tn.org)